

HP Operations Agent

Software Version: 12.00

For the Windows®, HP-UX, Linux, Solaris, and AIX operating systems

User Guide: Health View

Document Release Date: September 2015
Software Release Date: September 2015



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Chapter 1: Introduction

HP Operations Agent Health View is a health monitoring tool that provides a quick overview of the health of the HP Operations Agent.

HP Operations Agent Health View plays an important role especially in a complex environment that has many HP Operations Agents deployed on multiple nodes. For example, on a specific managed node if any of the health or policy parameters have failed or if any of the processes have issues, then you will not receive alerts or messages from that managed node.

HP Operations Agent Health View enables you to quickly identify issues in a complex environment with several managed nodes.

Note: You can set the HPOM Management Server as the Health View Server or you can install HP Operations Agent Health View on a server other than the HPOM Management Server.

HP Operations Agent Health View offers the following features:

- Provides a consolidated dashboard that shows the health of all the HP Operations Agents configured with HP Operations Agent Health View.
- Allows you to drill-down into each managed node and view the list of HP Operations Agent processes and resources that are being used.
- Allows you to drill-down into each HP Operations Agent process and identify issues related to health and policy parameters.

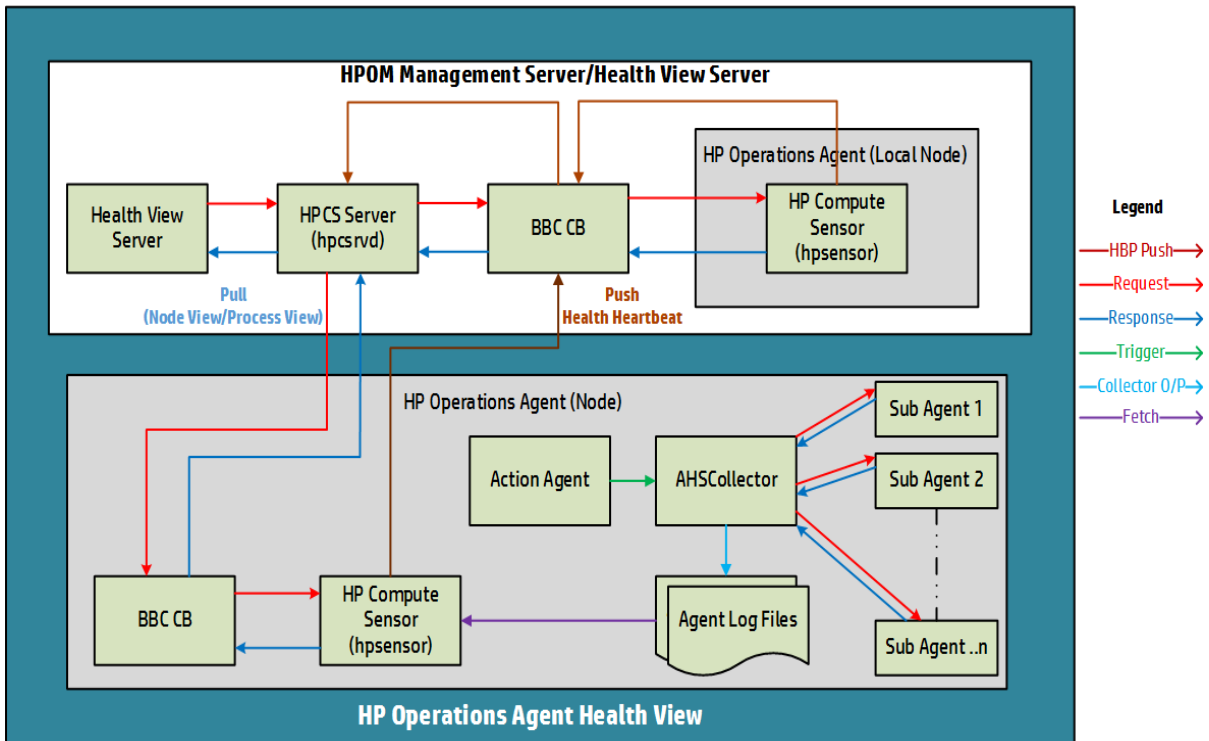
User Interface



HP Operations Agent Health View Architecture

HP Operations Agent Health View is a health monitoring tool that provides a quick overview of the health of the HP Operations Agent.

The HP Operations Agent Health View architecture is as follows:



HP Operations Agent Health View consists of the server and the agent components.

The server component has the **HPCS Server process (hpcsrvd)** running, which acts as a registry that contains the details of the nodes available in the environment. On every node Heart Beat Polling (HBP) is enabled and the node pushes its information to the HPCS Server process (hpcsrvd).

The agent component collects and provides the collected information to the Health View Server.

At every configured interval, **Action Agent** (opcacta) triggers the **AHSCollector** (Agent Health and System Data Collector is a BBC client process and it is not configurable) to collect the agent health information. Each sub agent maintains its state information based on the defined health and policy parameters. AHSCollector queries the sub agents for the health data through the HTTP interface. It analyzes the collected data for potential issues. Also, for every failed parameter, AHSCollector runs the configured diagnostic commands to find a potential cause for the failure. AHSCollector saves the processed state data in the **Agent Log Files**. **HP Compute Sensor process (hpsensor)** running on the node exposes this data to the Health View Server along with the system performance data.

Note: HP Compute Sensor (hpsensor) is a light-weight performance and log data collection process.

Health Monitoring Process and the Parameters Monitored

HP Operations Agent Health View monitors the health of different agent processes based on the following:

- State change notifications at node view level is enabled by default for all the processes listed under **ovc** and **ovpa**:
 - To view the processes listed under ovc, run the following command:


```
ovc -status
```
 - To view the processes listed under ovpa, run the following command:
 - *On Windows*: perfstat -o
 - *On Unix/Linux*: ovpa -status perf
- Running processes list in the node view is driven by the OperationsAgent application configuration in the param file and it includes the agent, LCore, and perf processes.
- In the process view tab, resource utilization and performance data table is available for all the processes listed in the running process list in the node view table.
- In the process view tab, health parameters and policy parameters table is available for the agent processes which provide the agent health interface (run `bbcuti1 -reg` to see the list of processes which provide the agent health interface).
- Additionally, health parameters are implemented for some perf processes (perfd and perfalarm) through external collection method. These processes do not provide any health interface.

Health Parameters

Health Parameters are the parameters or the set of attributes defined for a process depending on what the process is expected to do.

The following table provides the health parameter details that affect the performance and utilization of different agent processes:

Process	Health Parameter	Parameter Description
opcmsga (Message Agent)	Buffer File Garbage Collector	Message agent (opcmsga) uses msgagtdf as temporary storage for outgoing messages. It is also used to buffer messages when the server is not reachable. Buffer file garbage collector removes unwanted messages from msgagtdf.

	Message Forwarding to Server	This parameter ensures that the agent is able to forward alerts and events to the server. If this parameters fails, then the agent will be in the buffering mode.
opcacta (Action Agent)	Read Action Request	This parameter indicates whether the action agent is able to successfully read an action request from the action queue.
	Failed Actions in Last One Hour	The action agent (opcacta) is responsible for starting automatic actions, operator-initiated actions, and scheduled actions. This parameter indicates any failed actions in the last one hour.
	Scheduled Action Request Count in Last One Hour	This parameter indicates the total number of scheduled actions in the last one hour.
	Auto Action Request Count in Last One Hour	This parameter indicates the total number of auto actions in the last one hour.
oacore (Data Collector)	Total Requests in Last One Hour	oacore provides read and write interface for system performance and custom data. This parameter indicates the number of requests processed in the last one hour.
	Last Model Update	oacore provides read and write interface for system performance and custom data based on model defined. This parameter indicates when the last successful model update happened.
	Time to Log Data into DataStore	oacore provides read and write interface for system performance and custom data. This parameter provides the time to log data into datastore.
opcle (Logfile Encapsulator)	Log File Processing	This parameter indicates the state of log file processing.
	Windows Event Log Processing	This parameter indicates the state of event log processing. It also indicates whether opcle is able to subscribe to the event channel (Parameter: Windows Event Channel Subscription).
	Log File Conversion Commands	Checks whether opcle is able to execute log file pre-processing commands successfully.
opcmsgi (Message Interceptor)	Policy Initialization	This parameter indicates whether opcmsgi is able to load the msgi type of policies correctly and convert them into required format.

	Read Message Interceptor Queue	This parameter indicates whether the opcmgsi is able to read the message interceptor queue file.
opctrapi (Trap Interceptor)	Incoming Traps	Checks whether the trap interceptor (opctrapi) is able to receive incoming traps successfully.
	Traps Received in Last One Hour	SNMP Trap interceptor (opctrapi) is the message interface for feeding SNMP events. This parameter indicates the number of traps received in the last one hour.
	Policy Loading	This parameter indicates whether the trap interceptor (opctrapi) is able to load the SNMP type of policies correctly and convert them into the required format.
	SNMP Session	This parameter indicates whether trap interceptor (opctrapi) is able to open a SNMP session to receive traps.
opcmona (Monitoring Agent)	DataStore Connection	This parameter indicates monitoring agent (opcmona) connection to datastore.
	AdvMon Schedule Actions	This parameter indicates whether the monitoring agent (opcmona) is able to schedule the action as mentioned in the schedule policy.
	DataStore Feed	This parameter indicates whether the monitoring agent (opcmona) is able to feed custom data to the datastore successfully.
	SNMP Session	This parameter indicates whether the monitoring agent (opcmona) is able to open a session to connect to the SNMP daemon.
	SNMP GET	This parameter indicates whether the monitoring agent (opcmona) is able to fetch SNMP MIB information.
	SNMP WALK	This parameter indicates whether the monitoring agent (opcmona) is able to fetch SNMP information from multiple MIBs.
	WMI Connection	This parameter indicates whether the monitoring agent (opcmona) is able to collect data from local or remote system.
	Perl Engine Creation	This parameter indicates whether the monitoring agent (opcmona) is able to load the embedded Perl engine for executing Perl scripts.

	Perl Script Execution	This parameter indicates whether the monitoring agent (opcmona) is able to run the embedded Perl scripts to monitor or schedule policies successfully.
perfd (Real-Time Metric Access)	License Check	This parameter checks the perfd license.
	Client Connection	This parameter indicates the cpsh connection to perfd.
perfalarm	License Check	This parameter checks the perfalarm license.

Convention Used in this Document

The following conventions are used in this document.

Convention	Description
<OvBinDir>	<p><OvBinDir> is used in this document to imply the following location:</p> <ul style="list-style-type: none"> • <i>On Windows:</i> <ul style="list-style-type: none"> ▪ <i>Windows x64:</i> %OvInstallDir%bin\win64\ ▪ <i>Windows x86:</i> %OvInstallDir%bin\ • <i>On Linux/HP-UX/Solaris:</i> /opt/OV/bin/ • <i>On AIX:</i> /usr/lpp/OV/bin/
Health View Server	Server on which the HP Operations Agent Health View is installed.

Chapter 2: Installing HP Operations Agent Health View

HP Operations Agent Health View can be installed using the following steps:

1. [Install HP Operations Agent Health View package on the server.](#)

Note: HP Operations Agent Health View is supported on Linux and Windows x64 platforms only.

2. [Install HP Operations Agent 12.00 and enable health monitoring on the node.](#)

Install HP Operations Agent Health View Package on the Server

HP Operations Agent Health View package can be installed by one of the following methods:

- [Install HP Operations Agent Health View during the registration of the HP Operations Agent 12.00 on the HPOM Management Server.](#)

Note: Irrespective of the platform you want to register, Health View package can be installed during the registration of the HP Operations Agent 12.00.

Or

- [Install HP Operations Agent Health View without registering HP Operations Agent 12.00 on the HPOM Management Server.](#)

Or

- [Install HP Operations Agent Health View on a server other than the HPOM Management Server.](#)

Prerequisites

- Local agent on the Health View Server must be upgraded to HP Operations Agent 12.00.
- Trust must be established between the server and the nodes for successful communication. Ensure certificates from the same authority are installed on the Health View Server and the nodes. If the certificates are from different certificate authorities, then exchange the CA certificates and import them into the node and the trusted keystores. For more information, see *"Establishing a Trust Relationship Between the Two Management Servers"* in the *HP Operations Manager Installation Guide for Linux* or *"Configure trusted certificates for multiple management servers"* in the *HP Operations Manager Online Help for Windows*.

- If you use only the Performance Collection Component of the HP Operations Agent (**HP Operations OS Inst Performance LTU**):
 - Ensure that you disable the default HBP configuration to the HPOM Management Server. For more information, see [Configuring Health View Capabilities](#).
 - In the profile file, add the **OPC_SELFMON_SERVER** variable to update the Health View Server and set the **OPC_SELFMON_ENABLE** variable to **TRUE**.

Note: If you set the OPC_SELFMON_ENABLE variable to TRUE after installation, you must start the action agent (**opcacta**) manually.

- If certificates are installed on the server and the nodes, ensure that the certificates are from the same authority. When certificates are installed, the communication between the server and the nodes is through HTTPS mode.
- If no certificates are installed either on the server or the nodes, then the communication between the server and the nodes is through HTTP mode.

Note: Local agent on the Health View Server is considered as any other node in your environment.

Install HP Operations Agent Health View

Task	Follow these steps
Install HP Operations Agent Health View during the registration of the HP Operations Agent 12.00 on the HPOM Management Server.	<ol style="list-style-type: none"> 1. Make sure that you have downloaded the .ISO file or obtained the physical DVD of the HP Operations Agent 12.00. 2. Log on to the server as an administrator. 3. Extract the contents of the .ISO file into a local directory on the server or mount the .ISO file. 4. Go to the media root and run the following command to register the agent deployment packages and install the health view package: <ul style="list-style-type: none"> ■ <i>On Windows:</i> <code>cscript oainstall.vbs -i -m -hv -healthview</code> ■ <i>On Linux:</i> <code>./oainstall.sh -i -m -hv -healthview</code> 5. Verify HP Operations Agent Health View configuration on the server.
Install HP Operations Agent Health	<ol style="list-style-type: none"> 1. Make sure that you have downloaded the .ISO file or

Install HP Operations Agent Health View, continued

View without registering on the HPOM Management Server

Or

Install HP Operations Agent Health View on a Server other than the HPOM Management Server

obtained the physical DVD of the HP Operations Agent 12.00..

2. Log on to the server as an administrator.
3. Extract the contents of the .ISO file into a local directory on the server or mount the .ISO file.
4. Go to the media root and run the following command to install the health view package:
 - *On Windows:* `cscript oainstall.vbs -i -hv| -healthview`
 - *On Linux:* `./oainstall.sh -i -hv| -healthview`
5. [Verify HP Operations Agent Health View configuration on the server.](#)

Note: For additional configuration settings, see [Custom Settings for HP Operations Agent Health View on the Server.](#)

Verifying HP Operations Agent Health View Configuration on the Server

Run the following command to verify HP Operations Agent Health View configuration on the server:

```
<OvBinDir>ovc -status
```

Check if the **hpcsrvd** process is running on the server to verify the configuration of HP Operations Agent Health View on the server.

Install HP Operations Agent 12.00 and Enable Health Monitoring on the Node

You can enable HP Operations Agent health monitoring on the node either during the installation or after the installation of HP Operations Agent 12.00.

- Enable health monitoring on the node during the installation of HP Operations Agent 12.00 using one of the following methods:
 - Health monitoring is enabled on the node by default when you remotely deploy HP Operations Agent 12.00 from a HPOM Management Server.

- If you use **HP Operations OS Inst Adv SW LTU** and if you want to set the HPOM Management Server as the Health View Server, then health monitoring is enabled on the node by default when you upgrade the node to HP Operations Agent 12.00.
- Enable health monitoring during installation of the HP Operations Agent 12.00 using the profile file (see *HP Operations Agent Installation guide for more information about using the profile file*):
 - If you use **HP Operations OS Inst Adv SW LTU** and if you want to set the HPOM Management Server as the Health View Server, then health monitoring is enabled on the node by default.

Or

 - If you use **HP Operations OS Inst Performance LTU** or if you have installed HP Operations Agent Health View on a server other than the HPOM Management Server, then add **set agent.health:OPC_SELFMON_ENABLE=TRUE** and also add **set agent.health:OPC_SELMON_SERVER=<health view server IP address>** in the profile file to enable health monitoring on the node.
- If you use **Glance Pak Software LTU**, then add **set agent.health:OPC_SELFMON_ENABLE=TRUE** and also add **set agent.health:OPC_SELMON_SERVER=<health view server IP address>** in the profile file to enable health monitoring on the node.
- Enable health monitoring on the node after the installation of HP Operations Agent 12.00 using one of the following methods:
 - If you use **HP Operations OS Inst Adv SW LTU** and if you want to set the HPOM Management Server as the Health View Server, then run the following command to enable health monitoring on the node:
 - *On Unix:*

On Linux/HP-UX/Solaris: /opt/perf/bin/selfmon_configure.pl -enable

On AIX: /usr/lpp/perf/bin/selfmon_configure.pl -enable
 - *On Windows:* %0vInstallDir%nonOV\perl\bin\perl.exe %0vInstallDir%bin\selfmon_configure.pl -enable
 - If you use **HP Operations OS Inst Performance LTU** or if you have installed HP Operations Agent Health View on a server other than the HPOM Management Server, then run the following command to enable health monitoring on the node:
 - *On Unix:*

On Linux/HP-UX/Solaris: /opt/perf/bin/selfmon_configure.pl -enable -s <health view server IP address>

On AIX: /usr/lpp/perf/bin/selfmon_configure.pl -enable -s <health view server IP address>

- *On Windows:* %OvInstallDir%nonOV\perl\bin\perl.exe
%OvInstallDir%bin\selfmon_configure.pl -enable -s <health view server IP address>
- If you use **Glance Pak Software LTU**, then run the following command to enable health monitoring on the node:
 - *On Unix/Linux:* /opt/perf/bin/selfmon_configure.pl -enable -s <health view server IP address>

Note:

- If you use **HP Operations OS Inst Performance LTU**, then you must start action agent (opcacta) manually after running the **selfmon_configure.pl** script to enable health monitoring. Run the following command to start opcacta:

```
<OvBinDir>ovc -start opcacta
```

- If you have installed HP Operations Agent Health View on a server other than the HPOM Management Server, then configure the nodes with the IP address of the system where HP Operations Agent Health View is configured. For more information, see [Configuring HP Operations Agent Health Monitoring on the Node](#).
- HP Operations Agent Health View is not available if you use only the **Glance Software LTU**.

Verifying HP Operations Agent Health Monitoring Configuration on the Node

Run the following command to verify HP Operations Agent health monitoring on the node:

```
<OvBinDir>ovc -status
```

Check if the **hpsensor** process is running on the node to verify the configuration of HP Operations Agent health monitoring on the node.

Note: If you use **HP Operations OS Inst Adv SW LTU** or **HP Operations OS Inst Performance LTU**, then set the configuration variable **OPC_SELFMON_ENABLE** to **TRUE** for **hpsensor** to run.

Accessing HP Operations Agent Health View

Follow these steps to access HP Operations Agent Health View:

1. Enter the following address on a browser to open the **HP Operations Agent Health View Server**:

https://<machine_name>:<hpcs_server_port>/#

In this instance:

<machine_name>: Name of the machine where the Health View Server is configured. By default, the HPOM Management Server is configured as Health View Server.

<hpcs_server_port>: Port number on which the server (Health View Server) is running. By default, port 8092 is configured.

Note: Configure nodes with HP Operations Agent health monitoring. For more information, see [Configuring HP Operations Agent Health Monitoring on the Node](#). After configuring nodes with HP Operations Agent health monitoring, the configured node appears on the Health View Server only after 5 minutes.

2. Click any **Host Name** on the Health View Server to open the **HP Operations Agent Node Health View** for the specific managed node. You can monitor the health and performance status of the node.
3. Click any **Process Name** on the node health view to open the **HP Operations Agent Process Health View** of the specific HP Operations Agent process. You can monitor the resource utilization, health, and policy parameter details of the process.

Note: Once installed, the HP Operations Agent Health Web Interface is available on the network port <8092 or any other configured port>. Currently this interface does not support further client authentication and is available to any network entity with access to the host on the network port <8092 or any other configured port>.

It is therefore recommended to limit network access to this port only to authorized servers by implementing IP/Port rule restriction either locally on the host level or centrally on a network firewall level.

Note: On Windows, Health View Server will access the required files even if the file path contains special characters like ~ symbol. This will be restricted only if the Windows settings are updated to restrict special characters in the file path.

Supported Browsers

Use the following web browsers to access the HP Operations Agent Health View:

Operating Systems	Supported Browsers
-------------------	--------------------

Microsoft Windows	Internet Explorer 10 and 11 Google Chrome 43 Mozilla Firefox 38 (ESR)
Linux	Mozilla Firefox 38 (ESR)
Apple Mac OS X	Safari 7.1.6

Removing HP Operations Agent Health View from the Server

To remove the HP Operations Agent Health View packages from the server, perform the following steps:

1. Log on to the server as an administrator.
2. Go to the following directory:
 - *On Windows:* %ovinstalldir%bin\OpC\agtinstall
 - *On Linux:* /opt/OV/bin/OpC/agtinstall
3. Run the following command:
 - *On Windows:* cscript oainstall.vbs -r -m -healthview
 - *On Linux:* ./oainstall.sh -r -m -healthview

Chapter 3: Configuring HP Operations Agent Health View

You can update default configuration settings for HP Operations Agent Health View on the Health View Server and HP Operations Agent health monitoring on the node.

- [Configuring HP Operations Agent Health View on the Server](#)
- [Configuring HP Operations Agent Health Monitoring on the Node](#)

Configuring HP Operations Agent Health View on the Server

After installing the HP Operations Agent Health View on the server, you can use the **hpcsrv.conf** file to change the default configuration settings.

Follow the steps:

1. Log on to the server as an administrator.
2. Go to the following directory:
 - *On Windows:* %OvDataDir%\shared\server\hpcsrv\
 - *On Linux:* /var/opt/OV/shared/server/hpcsrv/
3. Open the **hpcsrv.conf** file and edit the following values:

Namespace	Parameter	Details
hpcs.runtime	port	<p>Update the default port number as port=<Value>. By default, port 8092 is configured.</p> <p>In this instance, <Value> is the port number that is used by the HP Operations Agent Health View Server.</p>
hpcs.runtime	num_threads	<p>Update the default number of threads as num_threads=<Value>. By default, the number of threads is set to 30.</p> <p>In this instance, <Value> is the number of worker threads allocated to handle the incoming requests from clients. Increase this value if the number of incoming requests are more.</p>

hpcs.runtime	connection_backlog	<p>Update the default connection backlog as connection_backlog=<Value>. By default, the connection backlog is set to 16384 on Windows and 512 on Linux.</p> <p>In this instance, <Value> is the length of the backlog socket queue for the web server. Set it to a higher value to obtain maximum scalability.</p>
hpcs.runtime	regBBC	<p>Set regBBC=true for the hpcsrv component to get registered with BBC.</p>
hpcs.registry	UpdateInterval	<p>Update the default update interval value as UpdateInterval=<Value>. The default value is 60 seconds.</p> <p>In this instance, <Value> is the frequency at which HBP entries are consolidated. Set it to a higher value to obtain maximum scalability.</p>
hpcs.trace	Debug_Level	<p>Update the debug level value as one of the following: Debug_Level=<INFO/WARN/ERROR/DEBUG/ALL>.</p> <p>Example: Debug_Level=INFO provides traces of INFO messages to hpcsrvtrace.log.</p>

Note: If any of the parameters are configured manually, then you must restart **hpcsrvid**. Run the following command to restart **hpcsrvid**:

```
<OvBinDir>ovc -restart hpcsrvid
```

Additionally, you can use the XPL variable listed in the following table to configure the default behavior of the hpcsrvid process:

Variable	Namespace	Description	Restart Required	Default Value	Type
ENFORCE_SERVER_SSL	hpcsrvid	<p>This parameter controls the connections allowed at the HTTP server.</p> <p>This parameter may be set to one of the following values:</p> <p>NONE: Both SSL and non-SSL connections will be accepted by the HTTP server.</p> <p>REMOTE: All remote connections to the HTTP server must use SSL. Remote connections that do not use</p>	YES	ALL	String

Variable	Namespace	Description	Restart Required	Default Value	Type
		<p>SSL will be automatically rejected. Local connections may use SSL or non-SSL.</p> <p>ALL: All connections to the HTTP server must use SSL. Connections that do not use SSL will be rejected automatically.</p> <p>This parameter is ignored if set to any other value. The HTTP server will then use the authentication specified by the application that created the HTTP server. This parameter is not case sensitive.</p> <div style="background-color: #f0f0f0; padding: 5px; border: 1px solid #ccc;"> <p>Note: Use caution when setting this parameter as it will disable security features if set to 'NONE' or 'REMOTE'.</p> </div>			

Log Files

HPCS log file **hpcsrvtrace.log** is available in the following directory:

- *On Windows:* %OvDataDir%shared\server\hpcsrv\
- *On Linux:* /var/opt/OV/shared/server/hpcsrv/

Configuring HP Operations Agent Health Monitoring on the Node

You can update default configuration settings for the HP Operations Agent health monitoring using `selfmon_configure.pl` script after installing of the HP Operations Agent 12.00. Follow the steps:

1. Log on to the node where you have installed HP Operations Agent 12.00 as an administrator.
2. You can configure the following parameters using the `selfmon_configure.pl` script:

Parameter	Details
-----------	---------

-e enable or -d disable	Enable or disable HP Operations Agent health. This command sets the OPC_SELFMON_ENABLE variable in the <code>agent.health</code> namespace.
-s server	IP address or the host name of the system where HP Operations Agent Health View is configured. By default, the HPOM Management Server is configured as the Health View Server. This parameter sets the OPC_SELFMON_SERVER variable in the <code>agent.health</code> namespace. This is an optional parameter used along with <code>-e</code> option.
-i interval	Defines the frequency at which the system health information is collected and exposed to the Health View Server. The default value is 300 seconds and the minimum value recommended is 60 seconds. This parameter sets the OPC_SELFMON_INTERVAL variable in the <code>agent.health</code> namespace. This is an optional parameter used along with <code>-e</code> option.

For Example:

To update the HP Operations Agent Health View Server, run the following command:

- *On Unix:*

- *On Linux/HP-UX/Solaris:* `/opt/perf/bin/selfmon_configure.pl -enable -s <health view server IP address>`
- *On AIX:* `/usr/lpp/perf/bin/selfmon_configure.pl -enable -s <health view server IP address>`

- *On Windows:*

```
%OvInstallDir%nonOV\perl\bin\perl.exe %OvInstallDir%bin\selfmon_configure.pl
-enable -s <health view server IP address>
```

In this instance:

<server> is the IP address or the host name of the Health View Server.

<%OvInstallDir%nonOV\perl\bin\perl.exe> is the path to **Perl** on Windows.

Note: Set **HP Operations OS Inst Adv SW LTU** or **HP Operations OS Inst Performance LTU** to ensure that health monitoring is functional before running `selfmon_configure.pl` script.

Note: If any of the parameters are configured manually, then you must restart **hpsensor**.

Run the following command to restart **hpsensor**:

```
<OvBinDir>ovc -restart hpsensor
```

Log Files and hpcs.conf File

HPCS log files **hpcstrace.log** and **hpcswatch.log** and the **hpcs.conf** file are available in the following directory:

- *On Windows:* %OvDataDir%hpcs\
- *On Unix/Linux:* /var/opt/OV/hpcs/

Configuring HP Operations Agent Health Monitoring Capabilities Using ovconfchg

You can also use **ovconfchg** to configure the following health monitoring capabilities:

- To enable the HP Operations Agent health monitoring, run the following command:

```
<OvBinDir>ovconfchg -ns agent.health -set OPC_SELFMON_ENABLE TRUE
```

The default value is FALSE.

- To set the agent health monitoring interval, run the following command:

```
<OvBinDir>ovconfchg -ns agent.health -set OPC_SELFMON_INTERVAL <value>
```

The default value is 300 seconds and the minimum value recommended is 60 seconds.

- To disable the default HBP configuration, run the following command:

```
<OvBinDir>ovconfchg -ns agent.health -set OPC_SELFMON_HBP FALSE
```

The default value is TRUE.

- To update/modify the Health View Server, run the following command:

```
<OvBinDir>ovconfchg -ns agent.health -set OPC_SELFMON_SERVER <health view server IP address>
```

By default, the HPOM Management Server is configured as Health View Server.

Chapter 4: Using the HP Operations Agent Health View

HP Operations Agent Health View provides the following three views:

- [Dashboard View](#)
- [Node View](#)
- [Process View](#)

Using the HP Operations Agent Health Dashboard View

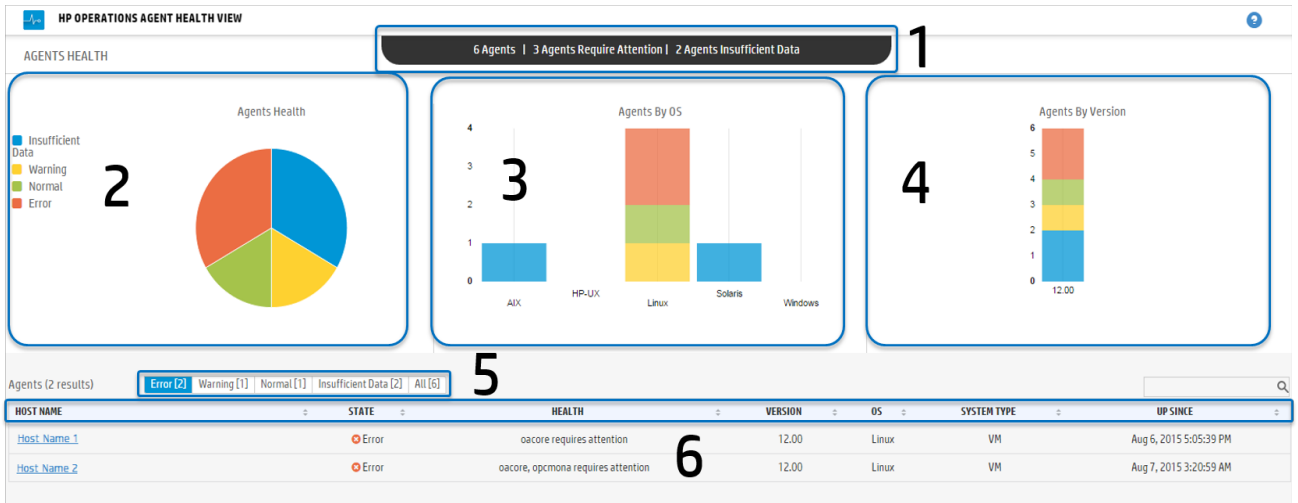
HP Operations Agent Health View provides a consolidated view about the health of HP Operations Agents. The Dashboard View helps you to monitor HP Operations agents in a centralized environment. The health of HP Operations Agents distributed across various environments is represented as pie charts and bar graphs.

Note: You can monitor the health and performance of only those nodes that are configured with HP Operations Agent Health View.

The HP Operations Agent Dashboard View provides you the following:

- Health overview of the nodes configured with HP Operations Agent Health View.
- Quickly view the health, operating system and version details of the nodes configured with the HP Operations Agent Health View. You can also get the count of HP Operations Agents that require attention.
- Drill-down into each managed node to view the health and performance status of the HP Operations Agent.

User Interface



Interactive image - Click on each component to view more information.

The UI elements listed in the image are described in the following table:

Legend	Section	Description										
1	Overview	<p>Provides an overview of the number of agents configured with the HP Operations Agent Health View. You can also see the number of agents that require attention and the number of agents with Insufficient Data.</p> <p>Here, all the agent nodes that are in Error or Warning state are denoted as Agent(s) that require attention.</p>										
2	Agents Health	<p>Provides an overview of the health of agents running on the nodes configured with the HP Operations Agent Health View. The pie chart provides the following details:</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Error</td> <td>One or more subagents are in aborted state on these agent nodes.</td> </tr> <tr> <td>Warning</td> <td>One or more parameters have failed on these agent nodes.</td> </tr> <tr> <td>Normal</td> <td>All the agent processes are in running state and all the parameters are in good state on these agent nodes.</td> </tr> <tr> <td>Insufficient Data</td> <td>Data not received from these agent nodes.</td> </tr> </tbody> </table>	Status	Description	Error	One or more subagents are in aborted state on these agent nodes.	Warning	One or more parameters have failed on these agent nodes.	Normal	All the agent processes are in running state and all the parameters are in good state on these agent nodes.	Insufficient Data	Data not received from these agent nodes.
Status	Description											
Error	One or more subagents are in aborted state on these agent nodes.											
Warning	One or more parameters have failed on these agent nodes.											
Normal	All the agent processes are in running state and all the parameters are in good state on these agent nodes.											
Insufficient Data	Data not received from these agent nodes.											

		<p>Note: Each color represents a different state of the agents running on the nodes configured with the HP Operations Agent Health View.</p>																
3	Agents By OS	Provides an overview of the agents running on different operating systems (AIX, HP-UX, Linux, Solaris or Windows) as a bar graph. This information is available only for nodes configured with HP Operations Agent Health View.																
4	Agents By Version	Provides an overview of the agents running with different versions of HP Operations Agent. This information is available only for nodes configured with HP Operations Agent Health View.																
		<p>Note: HP Operations Agent Health View is only available with HP Operations Agent 12.00.</p>																
5	Agents State	Provides tabs to view the list of agents based on their current state. Error tab is selected by default. In your environment, if no agents are in aborted state, then the agents where one or more parameters have failed (Warning tab) will be listed. Click any tab to view the list of agents in respective state.																
6	Results Table	<p>Results table groups agents by state. View the list of agents for any selected state or all the agents in your environment that are configured with HP Operations Agent Health View. Following is the list of entities and their description:</p> <table border="1"> <thead> <tr> <th>Entity</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Host Name</td> <td>Node where HP Operations Agent health monitoring is configured.</td> </tr> <tr> <td>State</td> <td>Specifies the state of the node (Error/Warning/Normal/Insufficient Data).</td> </tr> <tr> <td>Health</td> <td>Specifies the health of the node.</td> </tr> <tr> <td>Version</td> <td>Specifies the version of the HP Operations Agent installed on the node.</td> </tr> <tr> <td>OS</td> <td>Specifies the operating system of the node.</td> </tr> <tr> <td>System Type</td> <td>Physical Machine, Virtual Machine, or Host.</td> </tr> <tr> <td>Up Since</td> <td>Last started time of the agent.</td> </tr> </tbody> </table> <p>You can search for any agent node and also re-order the results table in ascending or descending order based on any of the above listed</p>	Entity	Description	Host Name	Node where HP Operations Agent health monitoring is configured.	State	Specifies the state of the node (Error/Warning/Normal/Insufficient Data).	Health	Specifies the health of the node.	Version	Specifies the version of the HP Operations Agent installed on the node.	OS	Specifies the operating system of the node.	System Type	Physical Machine, Virtual Machine, or Host.	Up Since	Last started time of the agent.
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Host Name	Node where HP Operations Agent health monitoring is configured.																	
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Health	Specifies the health of the node.																	
Version	Specifies the version of the HP Operations Agent installed on the node.																	
OS	Specifies the operating system of the node.																	
System Type	Physical Machine, Virtual Machine, or Host.																	
Up Since	Last started time of the agent.																	

entities.

Click **Host Name** to drill-down and check the processes running under the selected node.

Using the HP Operations Agent Health Node View

The HP Operations Agent Node View helps you to view the list of processes and resources that are currently being used. Node view provides drill-down view into each managed node providing the health and performance status of the HP Operations Agent installed. You can view the system resource utilization of HP Operations Agent processes such as CPUs, memory, and file systems against the overall resource utilization in the form of comparative graphs.

The HP Operations Agent Node View helps you do the following:

- Monitor the resource utilization of the node.
- Monitor the health of the HP Operations Agent processes.
- Drill-down to view the process health view.
- View the version and license information of the HP Operations Agent.

User Interface

The screenshot displays the HP Operations Agent Health View interface. It includes a navigation bar with 'Dashboard > Host Name'. The main content area is divided into three sections:

- Resource Utilization(%)**: Contains two line graphs. The top graph shows Total CPU Util (blue) and OA CPU Util (orange) over time. The bottom graph shows Total Memory Util (blue) and OA Memory Util (orange) over time. A large number '1' is overlaid on the memory graph.
- Processes with failure**: A table showing failed policies. A large number '2' is overlaid on this section.

Description	Name	Process State	Time
Failed Policies:Opcmona_test_opsagT_Ux (CHO_Opcmona_Embed_PerL_APIS.	opcmona	Running	Aug 7, 2015 3:29:22 AM
perfalarm is in 'Stopped' state.	perfalarm	Stopped	Aug 7, 2015 11:59:12 AM
- Running Processes**: A table listing active processes. A large number '3' is overlaid on this section.









Process ID	Process Name	% Total CPU Utilization	% Total Memory Utilization	Utilization State
16557	oacore	1.8	2.9	✓
16737	opcmgsa	0.7	0.7	✓
16748	opcmgsj	0.6	0.5	✓
14754	perfd	0.3	0.5	✓
16744	hpsensor	0.3	0.9	✓
14530	ovcd	0.2	0.7	✓
16783	opcacta	0.2	0.5	✓
16922	opcmona	0.1	5.5	✓
16915	opctrapi	0.1	0.6	✓
14657	ovbbccb	0.1	0.6	✓
16773	opcle	0.1	0.6	✓

At the bottom of the dashboard, there is a table with system information:

Operations Agent (OA) Version	12.00
Primary Manager	Primary Manager
License Information	License Information

Interactive image - Click on each component to view more information.

The UI elements listed in the image are described in the following table:

Legend	Section	Description												
1	Agent Resource Utilization	<p>View resource utilization of the HP Operations Agent processes such as CPU and memory against the overall resource utilization in the form of comparative graphs. You can also view the version, primary manager, and the license information of the HP Operations Agent installed.</p> <p>The utilization graphs gets updated every 10 seconds and 4 minutes of utilization data is available at any given instance.</p>												
2	Failed Processes	<p>View the failed processes for the selected node and the time when the process has failed. Click  to update the table. Following is the list of entities and their description:</p> <table border="1"> <thead> <tr> <th>Entity</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Description</td> <td>Details of the failed processes.</td> </tr> <tr> <td>Name</td> <td>Name of the failed processes.</td> </tr> <tr> <td>Process State</td> <td>State of the process (Running/Aborted/Stopped).</td> </tr> <tr> <td>Time</td> <td>Last agent health collection time/last process abort time.</td> </tr> </tbody> </table> <p>Click Process Name to drill-down and check the health or policy parameters that have failed for the selected process.</p>	Entity	Description	Description	Details of the failed processes.	Name	Name of the failed processes.	Process State	State of the process (Running/Aborted/Stopped).	Time	Last agent health collection time/last process abort time.		
Entity	Description													
Description	Details of the failed processes.													
Name	Name of the failed processes.													
Process State	State of the process (Running/Aborted/Stopped).													
Time	Last agent health collection time/last process abort time.													
3	Running Processes	<p>View all the HP Operations Agent processes running on the selected node and also view CPU utilization, memory utilization, and utilization state of each process. If any of the processes are in the Warning state, the CPU or memory utilization of that process may have violated the defined threshold. The CPU and memory utilization threshold is set to 10% for all processes.</p> <p>Click  to update the table. Following is the list of entities and their description:</p> <table border="1"> <thead> <tr> <th>Entity</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Process ID</td> <td>Process ID of the running process.</td> </tr> <tr> <td>Process Name</td> <td>Name of the process.</td> </tr> <tr> <td>Total CPU Utilization %</td> <td>CPU utilization of the process.</td> </tr> <tr> <td>Total Memory Utilization %</td> <td>Memory utilization of the process.</td> </tr> <tr> <td>Utilization State</td> <td>Utilization state of the process [ (Normal) or  (Warning)].</td> </tr> </tbody> </table>	Entity	Description	Process ID	Process ID of the running process.	Process Name	Name of the process.	Total CPU Utilization %	CPU utilization of the process.	Total Memory Utilization %	Memory utilization of the process.	Utilization State	Utilization state of the process [ (Normal) or  (Warning)].
Entity	Description													
Process ID	Process ID of the running process.													
Process Name	Name of the process.													
Total CPU Utilization %	CPU utilization of the process.													
Total Memory Utilization %	Memory utilization of the process.													
Utilization State	Utilization state of the process [ (Normal) or  (Warning)].													

You can search for any agent process and also re-order the table in ascending or descending order based on any of the entities listed earlier.

Click **Process Name** to drill-down and check the health and policy parameters for the selected process.

Using the HP Operations Agent Health Process View

Process view enables you to view the health and policy parameter details of each HP Operations Agent process. It provides drill-down view into each agent process and gives the resource utilization details.

The HP Operations Agent Process View enables you do the following:

- View health and policy parameter details of the process.
- View events for the process for the last 1 hour, 1 day, or 3 days.
- View the resource utilization of the selected process.
- Monitor the deployed policies of the HP Operations Agent process.
- View information about the failed health parameters.



User Interface

The screenshot displays the HP Operations Agent Health View interface for a host named 'oacore'. The interface is divided into several sections:

- Health Parameters (1):** A table showing the status of health checks. It includes columns for Name, Status/Count, and Last Updated Time. One entry shows 'Unsuccessful Requests in Last One Hour' with a status of 1 and a last update time of Apr 9, 2015 5:49:26 PM.
- Resource Utilization (2):** A table showing various system metrics such as Thread Count, User Name, CPU %, User CPU %, System CPU %, Forced CSwitch, DiskSubsys Wait %, Virtual Memory, Res Mem, Pg Fault Rate, IO Byte Rate, Phys IO Rt, and Pst Wait %.
- Policy Parameters (3):** A table showing details for various policies. It includes columns for Policy Name, Policy Type, Policy State, Policy Interval, and Last Run At. Policies listed include TestData_Object, TEST_OBJ, Process, Netif_BaseLine, Netif, Global_BaseLine, Global, FileSystem_BaseLine, FileSystem, Disk_BaseLine, Disk, Core_BaseLine, Core, CPU_BaseLine, CPU, Application_BaseLine, and Application.
- Events (For the Last 1 hour) (5):** A table showing recent events with columns for Timestamp, Severity, and Description. Events include 'oacore-82) oacore.oacore Server started.', 'ctrl-212) oacore has been started. PID: 22826', 'ctrl-0) oacore has been exited. PID: 21861', and 'oacore-84) oacore.oacore Server stopped.'

Interactive image - Click on each component to view more information.

The UI elements listed in the image are described in the following table:

Legend	Section	Description												
1	Health Parameters	View the process health parameters and their respective state for the selected process. Click any of the parameters to check the parameter details and if the parameter is in failed state, you can see possible corrective actions based on the diagnostic commands executed.												
2	Process Resource Utilization	View resource utilization by the various metrics defined for the selected process. Following is the list of entities and their description: <table border="1" data-bbox="516 590 1378 821"> <thead> <tr> <th>Entity</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Metric Name</td> <td>Name of the metric.</td> </tr> <tr> <td>Value</td> <td>Value of the metric.</td> </tr> <tr> <td>Unit</td> <td>Unit of the metric.</td> </tr> </tbody> </table>	Entity	Description	Metric Name	Name of the metric.	Value	Value of the metric.	Unit	Unit of the metric.				
Entity	Description													
Metric Name	Name of the metric.													
Value	Value of the metric.													
Unit	Unit of the metric.													
3	Process Details	View process start time. Click  to update the health and utilization details of the process. The process details are updated every 300 seconds by default.												
4	Process Policy Parameter Details	View the process policy parameter details such as policy name, policy type, policy state, policy interval and the last run time. Following is the list of entities and their description: <table border="1" data-bbox="516 1117 1378 1463"> <thead> <tr> <th>Entity</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Policy Name</td> <td>Name of the policy.</td> </tr> <tr> <td>Policy Type</td> <td>Type of the policy or collection parameters.</td> </tr> <tr> <td>Policy State</td> <td>State of the policy (Active/Not Responding/Failed).</td> </tr> <tr> <td>Policy Interval</td> <td>Defines how often the policy should run.</td> </tr> <tr> <td>Last Run Time</td> <td>Last run time of the policy.</td> </tr> </tbody> </table> <p>The policy details will be for the selected process under the selected node where HP Operations Agent health monitoring is configured.</p>	Entity	Description	Policy Name	Name of the policy.	Policy Type	Type of the policy or collection parameters.	Policy State	State of the policy (Active/Not Responding/Failed).	Policy Interval	Defines how often the policy should run.	Last Run Time	Last run time of the policy.
Entity	Description													
Policy Name	Name of the policy.													
Policy Type	Type of the policy or collection parameters.													
Policy State	State of the policy (Active/Not Responding/Failed).													
Policy Interval	Defines how often the policy should run.													
Last Run Time	Last run time of the policy.													
5	Events	View event details for the selected process. You can view events for 1 hour, 1 day, or 3 days by selecting the respective tab. By default, events logged during the last one hour are displayed. If no events were logged in the last one hour, then events logged during the last 1 day or 3 days are displayed. You can view the time, severity and description of the events. Mouse over the  icon to get more information on the severity.												

Chapter 5: Launching the HP Operations Agent Health View from the HP Operations Manager

You can also access the health and performance status of the HP Operations Agent from the HP Operations Manager GUI.

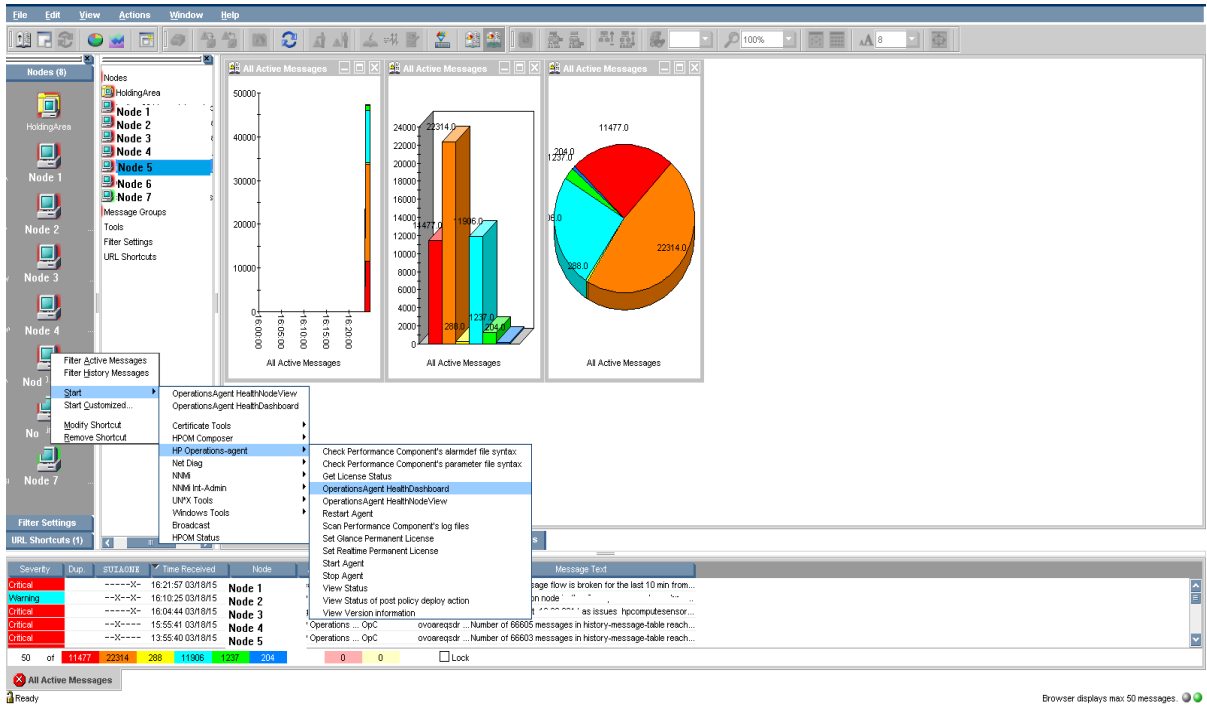
[Launching the HP Operations Agent Health View from the HP Operations Manager for Linux](#)

[Launching the HP Operations Agent Health View from the HP Operations Manager for Windows](#)

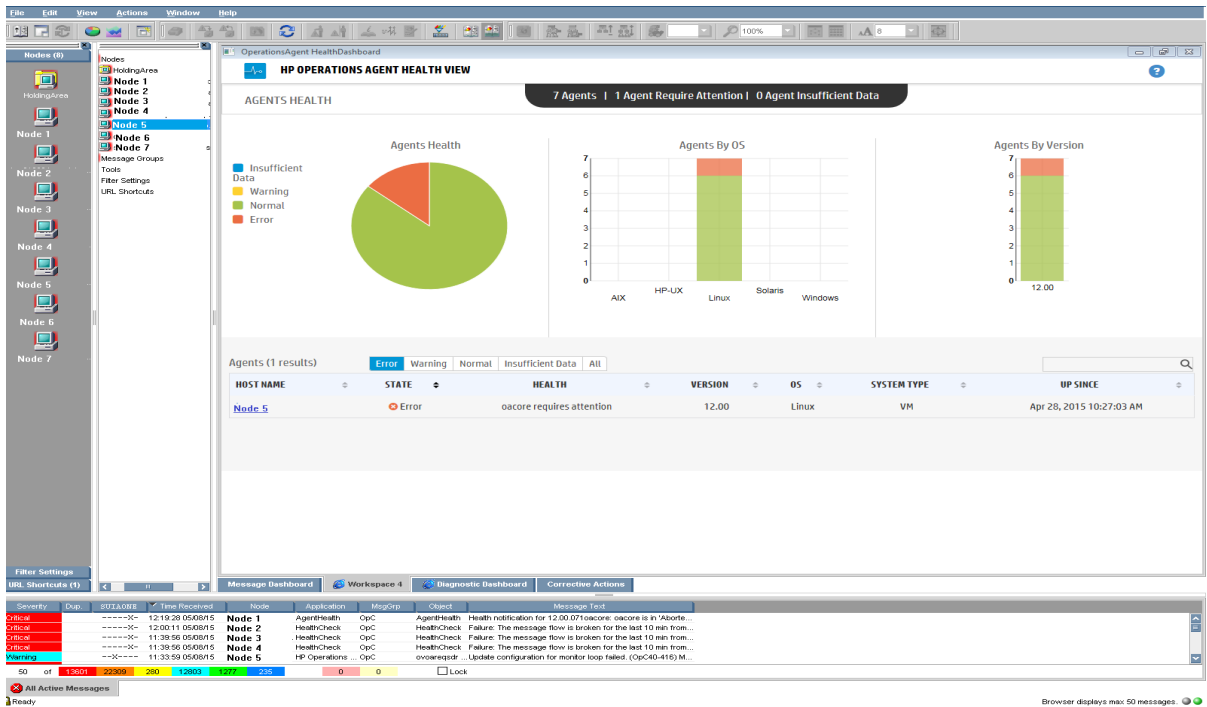
Launching the HP Operations Agent Health View from the HP Operations Manager for Linux

You can get the health perspective of the HP Operations Agent from the HP Operations Manager for Linux Java GUI. To access the health and performance status of the HP Operations Agent, perform the following steps:

1. Log on to the HP Operations Manager for Linux server as an administrator.
2. Open the HP Operations Manager for Linux Java GUI.
3. Right-click the node on the left-panel.
4. Go to **Start --> HP Operations-agent --> HP Operations Agent HealthDashboard (or HP Operations Agent HealthNode View)**



5. HP Operations Agent Health View Server is launched.



6. Drill-down to view the health and performance status of the HP Operations Agent.

Note: If the Health View Server port is manually configured to a non-default port, then update the **Tools** menu by changing the port to the configured server port. Follow the steps:

- Run the following command to open the **applications.dat** file:

```
/var/opt/OV/share/databases/OpC/mgd_  
node/tools/C/APPLICATIONS/applications.dat
```

- For the application **OperationsAgent HealthDashboard**, update the following:

```
Change APPL_CALL "https://$OPC_MGMTSV:8092/#/dashboardview" to APPL_CALL  
"https://$OPC_MGMTSV:<configured server port>/#/dashboardview"
```

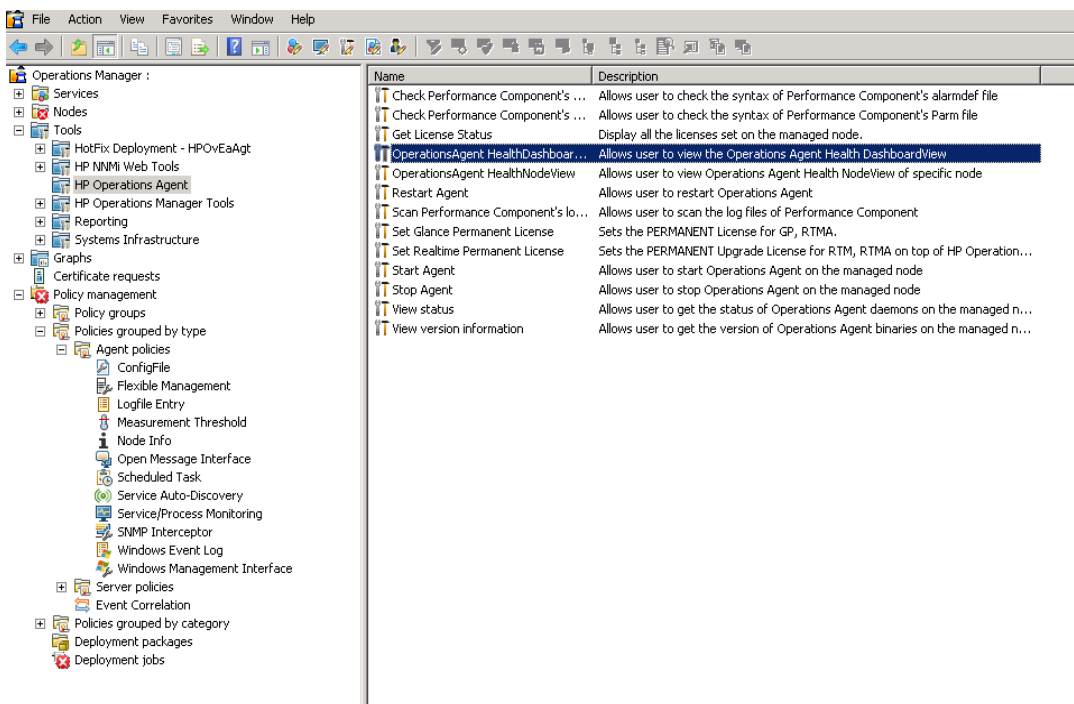
- Update the **Tools** menu by using the following:

```
/opt/OV/bin/OpC/opccfgupld -replace /var/opt/OV/share/databases/OpC/mgd_  
node/tools
```

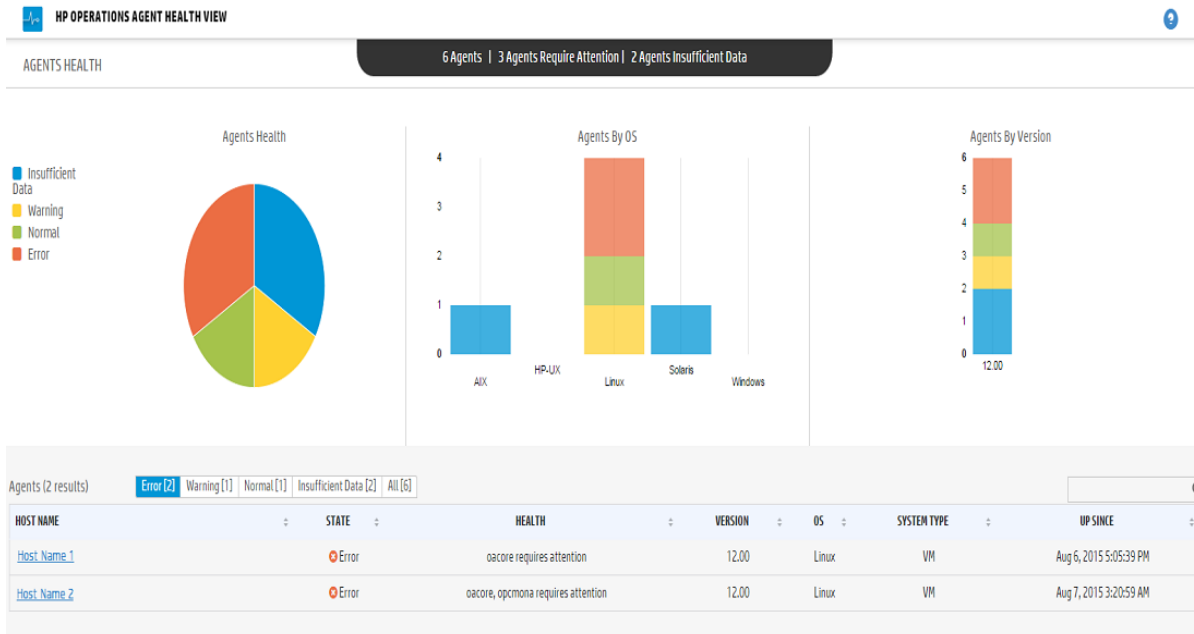
Launching the HP Operations Agent Health View from the HP Operations Manager for Windows

You can get the health perspective of the HP Operations Agent from the HP Operations Manager for Windows. To access the health and performance status of the HP Operations Agent, perform the following steps:

1. Log on to the HP Operations Manager for Windows server as an administrator.
2. Open the HP Operations Manager for Windows.
3. Click **HP Operations Agent** under the **Tools** menu on the left-panel.
4. Click **OperationsAgent HealthDashboard** to view the HP Operations Agent Health View Server.



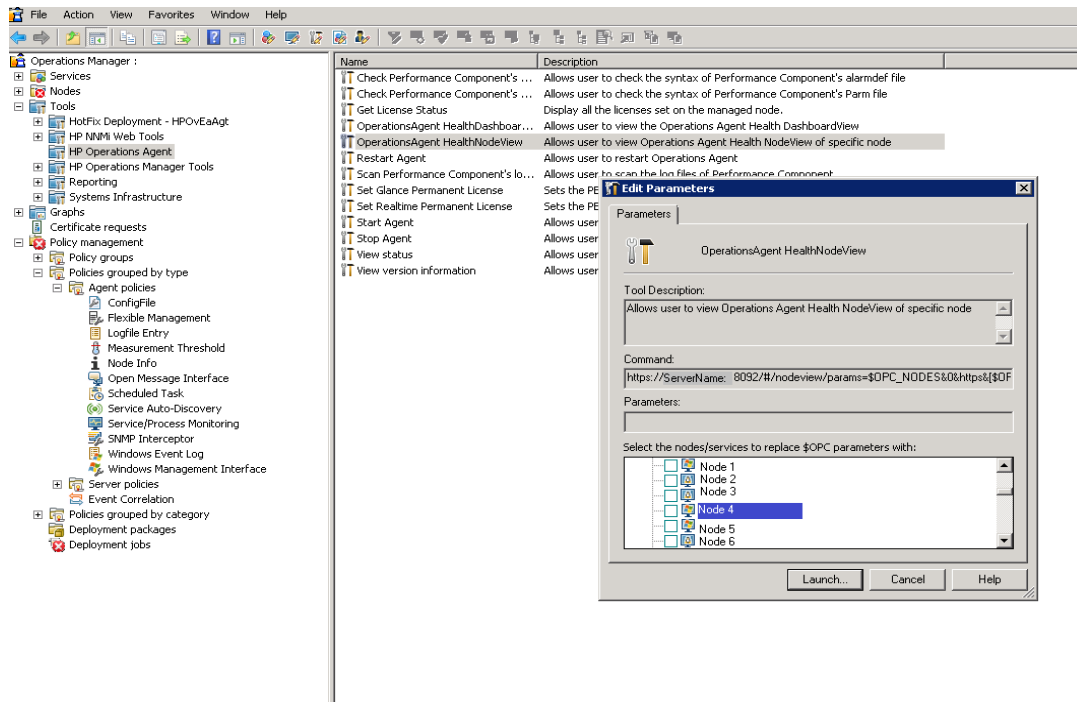
5. HP Operations Agent Health View Server will open in a browser window.



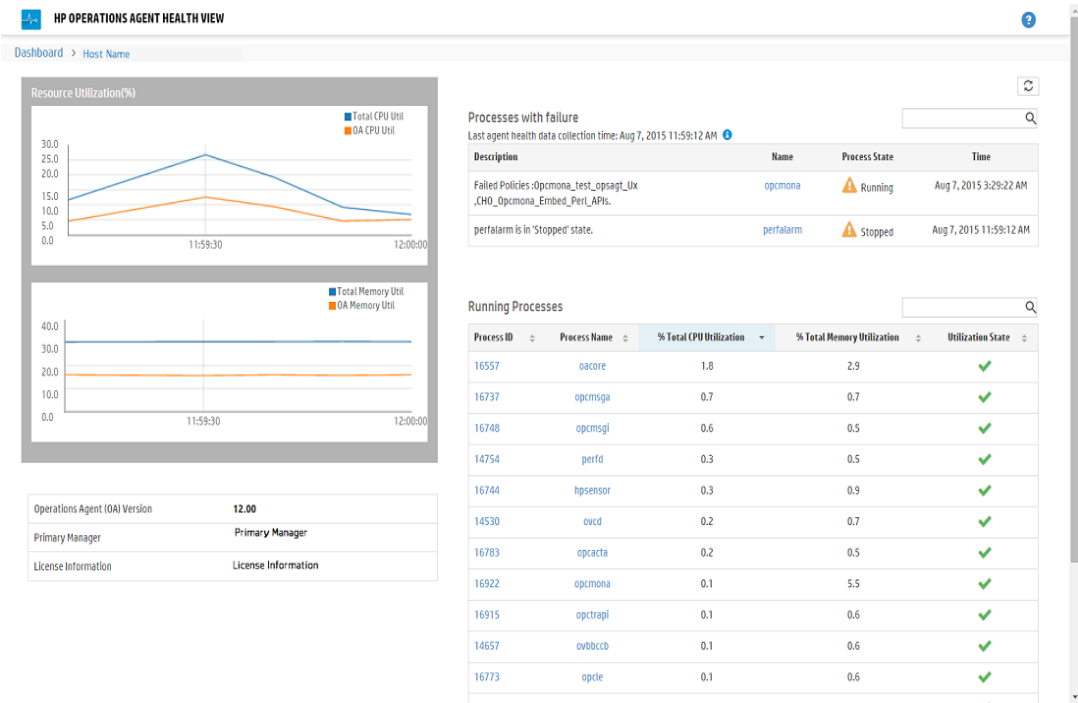
6. Click **Host Name** to drill-down into each managed node and view the health and performance status of the HP Operations Agent.

7. To launch HP Operations Agent Health of a specific node directly from the HP Operations

Manager for Windows, go to **Tools --> HP Operations Agent --> OperationsAgent Health NodeView**



8. Select the node from the pop-up window and click **Launch**.
9. HP Operations Agent Health View will open in a browser window.



10. Click **Process Name** to drill-down and view the health and policy parameter details of each HP Operations Agent process.

Note: If the Health View Server port is manually configured to a non-default port, then access the Health View Server from the **Tools** menu by changing the default port to the configured server port in the browser URL itself.

Chapter 6: Use Case

This use case demonstrates how HP Operations Agent Health View enables you to quickly identify issues in a complex environment with several managed nodes.

Use Case: Alerts are not being generated as one or more parameters have failed on the agent node.

Description

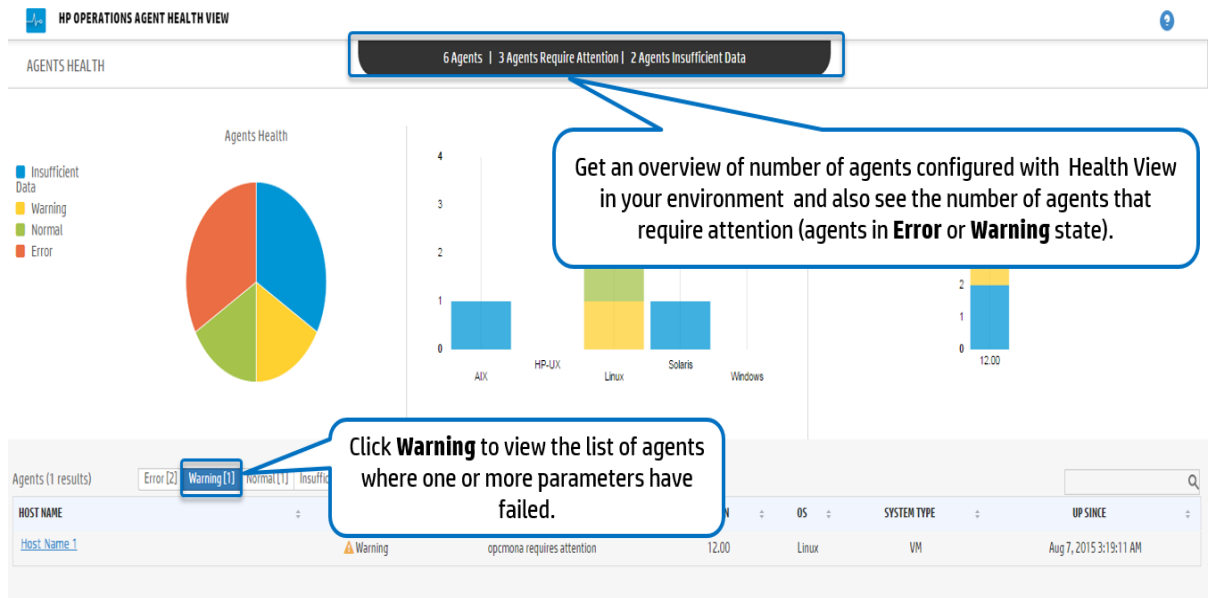
Consider a scenario where you have multiple managed nodes; however, you do not see any alerts from a specific managed node for a long time. This may be because the agent node has some issues or all the applications are running fine on the managed node and there is no event for HP Operations Agent to generate any alert message.

Prerequisite

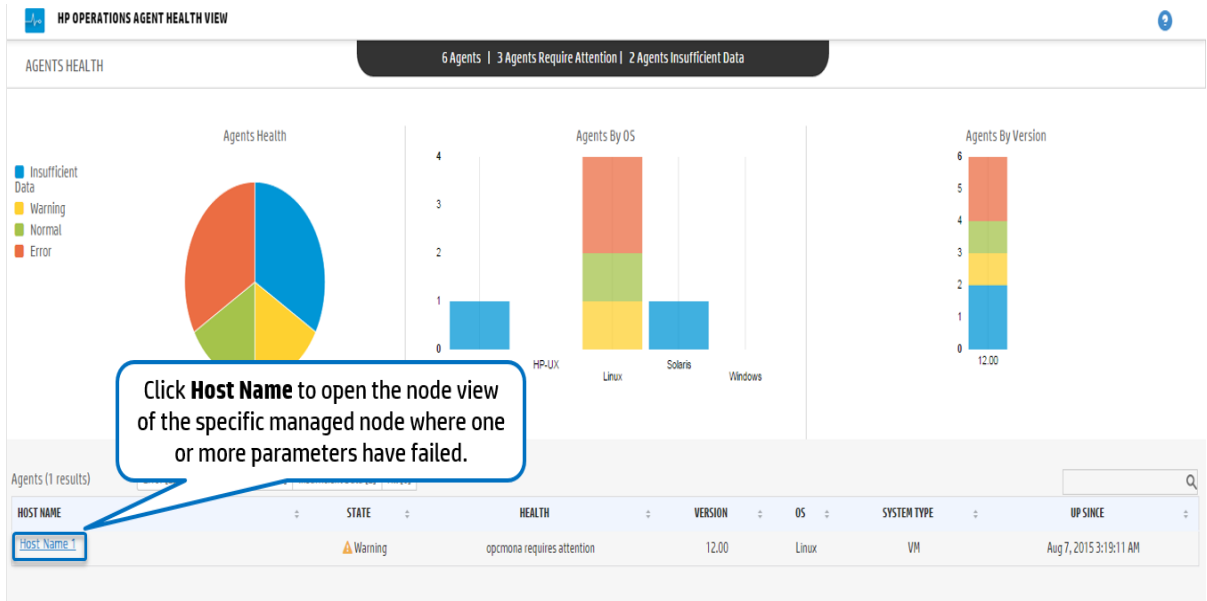
HP Operations Agent health monitoring must be enabled on the specific managed node and the node must be configured with a health view server.

Standard flow

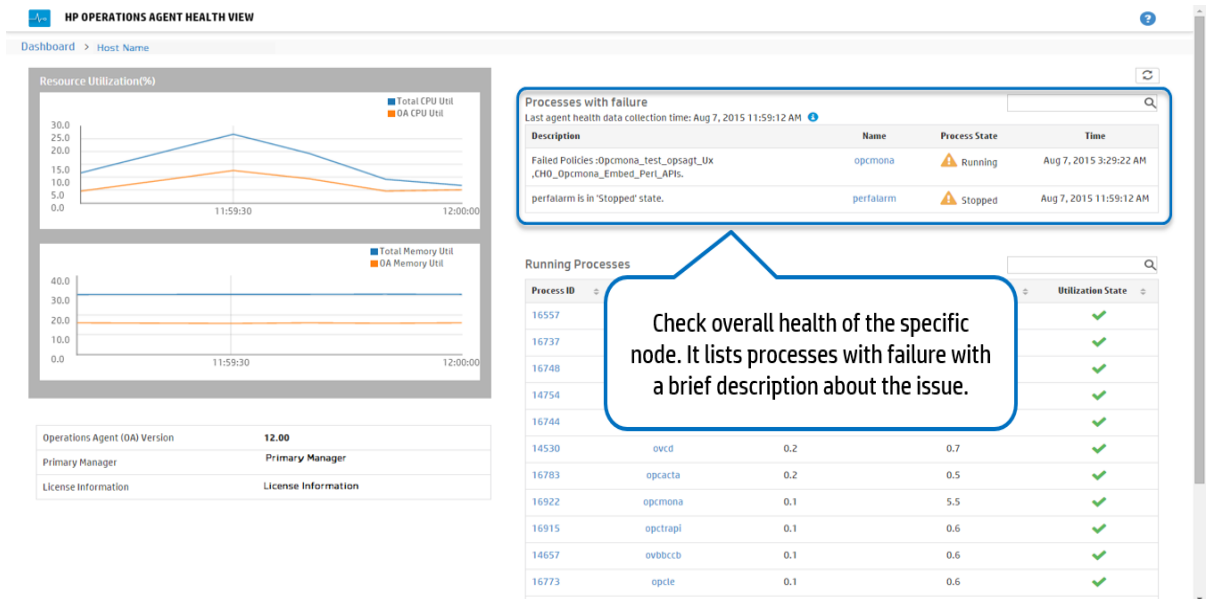
1. Open the **HP Operations Agent Health View Server**.
2. Click **Warning** to view the list of agent nodes where one or more parameters have failed.



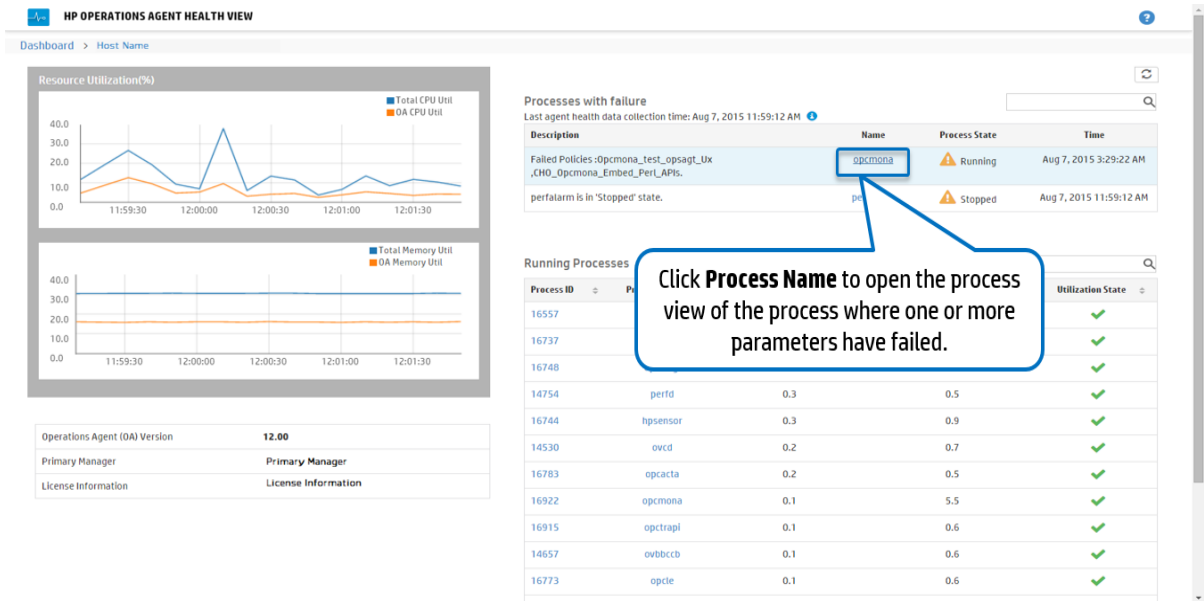
3. The **Health** of the specific node shows **opcmoma requires attention**. Click **Host Name** to open the node view of the specific managed node.



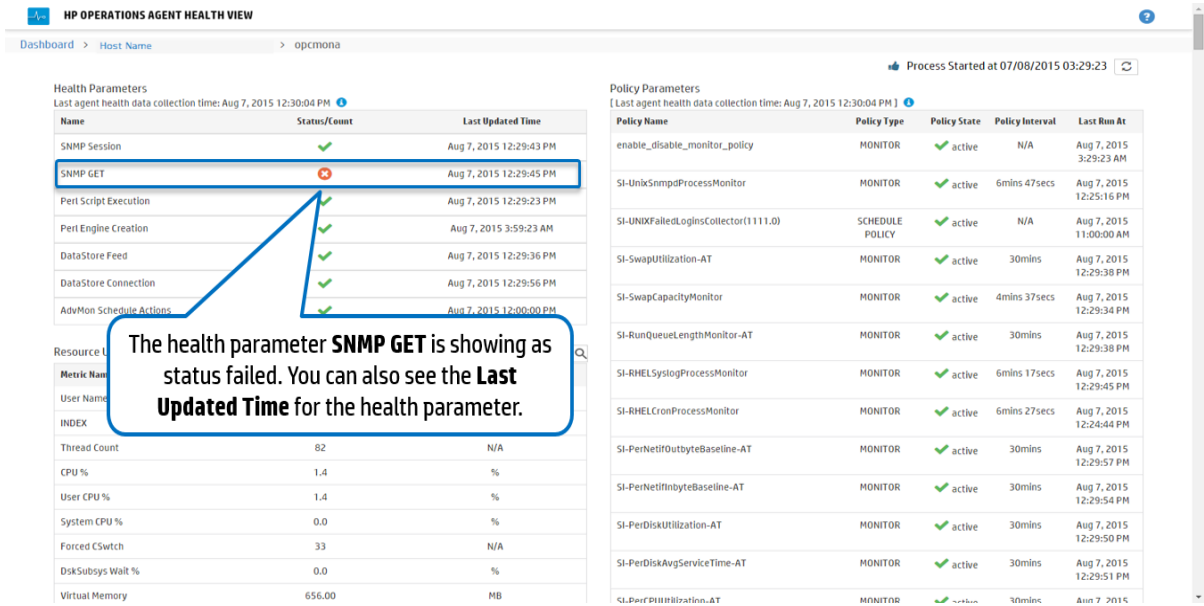
4. Check **Process with failure** on the specific node view. It lists the **opcmoma** process with brief description about the issue.



5. Click **Process Name** to open the process view.



6. Check the **Health Parameter** details. The health parameter corresponding to the source (as per policy) from where the process is unable to collect data will show the status as failed. For example, the status of the health parameter **SNMP GET** is **Failed**.



7. Mouse over the **Health Parameter** to view the parameter description.

HP OPERATIONS AGENT HEALTH VIEW

Dashboard > Host Name > opcmona

Process Started at 07/08/2015 03:29:23

Health Parameters
Last agent health data collection time: Aug 7, 2015 12:30:04 PM

Name	Status/Count	Last Updated Time
SNMP Session	✓	Aug 7, 2015 12:29:23 PM
SNMP GET	✗	Aug 7, 2015 12:29:45 PM
Perl Script Execution	✓	Aug 7, 2015 12:29:23 PM
Perl Engine Creation	✓	Aug 7, 2015 3:59:23 AM
DataStore Feed	✓	Aug 7, 2015 12:29:36 PM
DataStore Connection	✓	Aug 7, 2015 12:29:56 PM
AdvMon Schedule Actions	✓	Aug 7, 2015 12:00:00 PM

Possible Corrective Steps

- Check if the snmpd service is running
- Start the snmpd service if not running

Resource Utilization

Metric Name	Value	Unit
User Name	root	N/A
INDEX	15	NA
Thread Count	82	N/A
CPU %	1.4	%
User CPU %	1.4	%
System CPU %	0.0	%
Forced CSwtch	33	N/A
DskSubsys Wait %	0.0	%
Virtual Memory	656.00	MB

Policy Parameters
Last agent health data collection time: Aug 7, 2015 12:30:04 PM

Policy Name	Policy Type	Policy State	Policy Interval	Last Run At
enable_disable_monitor_policy	MONITOR	active	N/A	Aug 7, 2015 3:29:23 AM
SI-UnixSnmpProcessMonitor	MONITOR	active	6mins 47secs	Aug 7, 2015 12:25:16 PM
SI-UNIXFailedLoginsCollector(1111.0)	SCHEDULE POLICY	active	N/A	Aug 7, 2015 11:00:00 AM
SI-SwapUtilization-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:38 PM
SI-SwapCapacityMonitor	MONITOR	active	4mins 37secs	Aug 7, 2015 12:29:34 PM
SI-RunQueueLengthMonitor-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:38 PM
SI-RHELSyslogProcessMonitor	MONITOR	active	6mins 17secs	Aug 7, 2015 12:29:45 PM
SI-RHELChronProcessMonitor	MONITOR	active	6mins 27secs	Aug 7, 2015 12:24:44 PM
SI-PerNetIfOutbyteBaseline-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:57 PM
SI-PerNetIfInbyteBaseline-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:54 PM
SI-PerDiskUtilization-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:50 PM
SI-PerDiskAvgServiceTime-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:51 PM
SI-PerFPIIBUtilization-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:51 PM

Mouse over the **Health Parameter** to view the parameter description.

- Click the **Health Parameter** to view if any diagnostic commands are executed and view suggestions to take corrective actions.

HP OPERATIONS AGENT HEALTH VIEW

Dashboard > Host Name > opcmona

Process Started at 07/08/2015 03:29:23

Health Parameters
Last agent health data collection time: Aug 7, 2015 12:30:04 PM

Name	Status/Count	Last Updated Time
SNMP Session	✓	Aug 7, 2015 12:29:43 PM
SNMP GET	✗	Aug 7, 2015 12:29:45 PM
Perl Script Execution	✓	Aug 7, 2015 12:29:23 PM
Perl Engine Creation	✓	Aug 7, 2015 3:59:23 AM
DataStore Feed	✓	Aug 7, 2015 12:29:36 PM
DataStore Connection	✓	Aug 7, 2015 12:29:56 PM
AdvMon Schedule Actions	✓	Aug 7, 2015 12:00:00 PM

Possible Corrective Steps

- Check if the snmpd service is running
- Start the snmpd service if not running

Resource Utilization

Metric Name	Value	Unit
User Name	root	N/A
INDEX	15	NA
Thread Count	82	N/A
CPU %	1.4	%
User CPU %	1.4	%
System CPU %	0.0	%

Policy Parameters
Last agent health data collection time: Aug 7, 2015 12:30:04 PM

Policy Name	Policy Type	Policy State	Policy Interval	Last Run At
enable_disable_monitor_policy	MONITOR	active	N/A	Aug 7, 2015 3:29:23 AM
SI-UnixSnmpProcessMonitor	MONITOR	active	6mins 47secs	Aug 7, 2015 12:25:16 PM
SI-UNIXFailedLoginsCollector(1111.0)	SCHEDULE POLICY	active	N/A	Aug 7, 2015 11:00:00 AM
SI-SwapUtilization-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:38 PM
SI-SwapCapacityMonitor	MONITOR	active	4mins 37secs	Aug 7, 2015 12:29:34 PM
SI-RunQueueLengthMonitor-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:38 PM
SI-RHELSyslogProcessMonitor	MONITOR	active	6mins 17secs	Aug 7, 2015 12:29:45 PM
SI-RHELChronProcessMonitor	MONITOR	active	6mins 27secs	Aug 7, 2015 12:24:44 PM
SI-PerNetIfOutbyteBaseline-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:57 PM
SI-PerNetIfInbyteBaseline-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:54 PM
SI-PerDiskUtilization-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:50 PM
SI-PerDiskAvgServiceTime-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:51 PM
SI-PerFPIIBUtilization-AT	MONITOR	active	30mins	Aug 7, 2015 12:29:51 PM

Click **Health Parameter** to view diagnostic commands executed (if any) and see possible corrective actions.

Conclusion

The **opcmona** process of the HP Operations Agent is unable to fetch SNMP MIB information as the health parameter **SNMP GET** has failed. Hence, alerts are not being generated from the managed node.

Chapter 7: Troubleshooting

This section helps you troubleshoot the problems experienced during the configuration or accessing health view.

Note: For any issues you can use the XPL tracing for processes running on the agent node, enable debug mode for the hpsensor process (using hpcs.conf file on the agent node) and the hpcsvd process (using hpcsrv.conf file on the server) and check for errors in the log files to troubleshoot.

To enable debug mode, edit the following value under the **hpcs.trace** namespace:

Modify the debug level value as following: **Debug_Level=DEBUG**.

Problem: Node does not appear on the HP Operations Agent Health View Server.

Solution: To resolve this issue, check the following:

1. Log on to the node and check for errors in the **hpcstrace.log** file. The log file is available in the following location:

- *On Windows:* %OvDataDir%\hpcs\hpcstrace.log
- *On Unix/Linux:* /var/opt/OV/hpcs/hpcstrace.log

Check and resolve all the errors related to the HBP push, certificate issues, or the http/https mode.

2. Check if the communication between the node and the health view server is successful.

Follow the steps:

- a. Log on to the health view server as an administrator.

Run the following command:

```
bbcutil -ping <node_ip_address>
```

- b. Log on to the node as an administrator.

Run the following command:

```
bbcutil -ping <server_ip_address>
```

Note: Trust must be established between the server and the nodes for successful communication. Ensure certificates from the same authority are installed on the Health View Server and the nodes. If they are from different certificate authorities, then exchange the CA certificates and import them into the node and the trusted keystores. For more information, see *"Establishing a Trust Relationship Between the Two"*

Management Servers" in the HP Operations Manager Installation Guide for Linux or "Configure trusted certificates for multiple management servers" in the HP Operations Manager Online Help for Windows.

3. Restart **hpsensor** on the node. For more information, see [Restart](#).

Note: After configuring the nodes with HP Operations Agent health, the configured node appears on the Health View Server only after 5 minutes.

Problem: Running Processes drill down does not show any processes if an agent node is upgraded to HP Operations Agent 12.00.

Solution: To resolve this issue from occurring, follow the steps:

1. Log on to the node as an administrator.
2. Open the **parm** file from the following location:

On Windows: %OvDataDir%\parm.mwc

On Unix/Linux: /var/opt/perf/parm

3. Check the following text in the parm file:

```
application = OperationsAgent
file = ovcd, ovbbccb, ovconfd, ovbbcrpc, ovcodautl, extract, utility
file = opcgeni, ompolparm, opceca, opcecaas, agtrep, dsilog, perfalarm
file = opcmona, opcmgsa, opcmsgi, opcacta, opcle, opcwbemi, opctrapi
file = oacore, midaemon, ttd, perfd, hpsensor, glance, xglance
file = AHSCollector, opconfigfile, xglance-bin
```

4. If the above text or part of the text is missing in the parm file, then add the above text in the parm file. If the parm file is updated manually, then restart **hpsensor** on the node. For more information, see [Restart](#).

Problem: Data collection is not happening on the node.

Solution: Follow the steps to resolve this issue:

1. Run the following command to check the status of **opcacta**:

```
<OvBinDir>ovc -status
```

2. If **opcacta** is not running, then run the following command to restart **opcacta**:

```
<OvBinDir>ovc -restart opcacta
```

If **opcacta** is running, then enable xpl tracing for **AHSCollector** (Agent Health and System Data Collector).

Problem: Data not received from the node for the last 3 intervals (or HBP is missing or Insufficient Data).

Solution: This issue is because hpcsrvd process has not received HBP for more than 3 intervals. To resolve this issue, check the following:

- Check if **ovbbccb** is reachable

1. Check if the communication between the node and the server is successful.

Ping the node from the server, run the following command:

```
bbcutil -ping <node_ip_address>
```

2. If the above step fails, check if the node is reachable using the following command:

```
ping <node_ip_address>
```

- Check if **hpsensor** process is running

- a. Run the following command to check the status of **hpsensor** on the node:

```
<OvBinDir>ovc -status
```

If **hpsensor** is not running, then run the following command to restart **hpsensor**:

```
<OvBinDir>ovc -restart hpsensor
```

- b. Check the **hpcstrace.log** file on the node to get more information. This log file is available in the following location:

- *On Windows:* %OvDataDir%\hpcs\hpcstrace.log
- *On Unix/Linux:* /var/opt/OV/hpcs/hpcstrace.log

- Check the certificate on the node

Certificate on the node may have some issues or it may not be installed. Check the certificates on the node using the following commands:

```
ovcert -list
```

```
ovcert -check
```

Problem: Removed agent node appears on the Health View Server.

Solution: Whenever an agent node is removed, the agent node entry exists on the Health View Server for 24 hours.

Problem: Duplicate agent nodes appear on the Health View Server.

Solution: Whenever an agent node is cleaned up and re-installed, the agent node entry exists on the Health View Server for 24 hours. Entry with **No Data** can be ignored. Check the Core_ID of the agent nodes to differentiate the nodes when two different nodes with same the host name appear on the Health View Server. Mouse-over the node name in Dashboard View to check the Core_ID of the agent node.

Problem: Health View UI does not change locale on Internet Explorer.

Solution: To resolve this issue, follow the steps:

1. Close all the tabs of the browser.
2. Open the browser again.
3. Open the HP Operations Agent Health View Server.

Problem: Health data is not available for a Windows node configured with agent health monitoring on a Health View Server other than the HPOM Management Server.

Cause: This may be seen if the licenses are set after the installation.

Solution: To resolve this issue, manually start **opcacta** on the Windows node. Run the following command to start **opcacta**:

```
<OvBinDir>ovc -start opcacta
```

Problem: Updated agent health data is not available on the Health View Server as data collection is not occurring.

Cause: This may be because the action agent (**opcacta**) is in Stopped/Aborted state. When the process **opcacta** is in Stopped/Aborted state, the process state change information gets updated on the Health View Server only after 3 HBP intervals.

Solution: To resolve this issue, restart **opcacta** on the node. Run the following command to restart **opcacta**:

```
<OvBinDir>ovc -restart opcacta
```

Problem: Getting multiple alert messages for the same events.

Cause: This may happen if you have the **Selfmon Policies** deployed on the node and then upgraded the node to the HP Operations Agent 12.00.

Solution: To resolve this issue, de-assign the **Selfmon Policies** deployed on the node from the HPOM Management Server. For more information, see *"Deleting Policies"* in the *HP Operations Manager Administrator's Reference for Linux* or *"Remove policy from node"* in the *HP Operations Manager Online Help for Windows*.

Chapter 8: Performance and Sizing of the HP Operations Agent Health View

This section provides the test setup information and the recommendations for using the HP Operations Agent Health View.

Note: The performance will vary based on the test environment and the test setup.

Test Environment

The tests are performed using the following test setup:

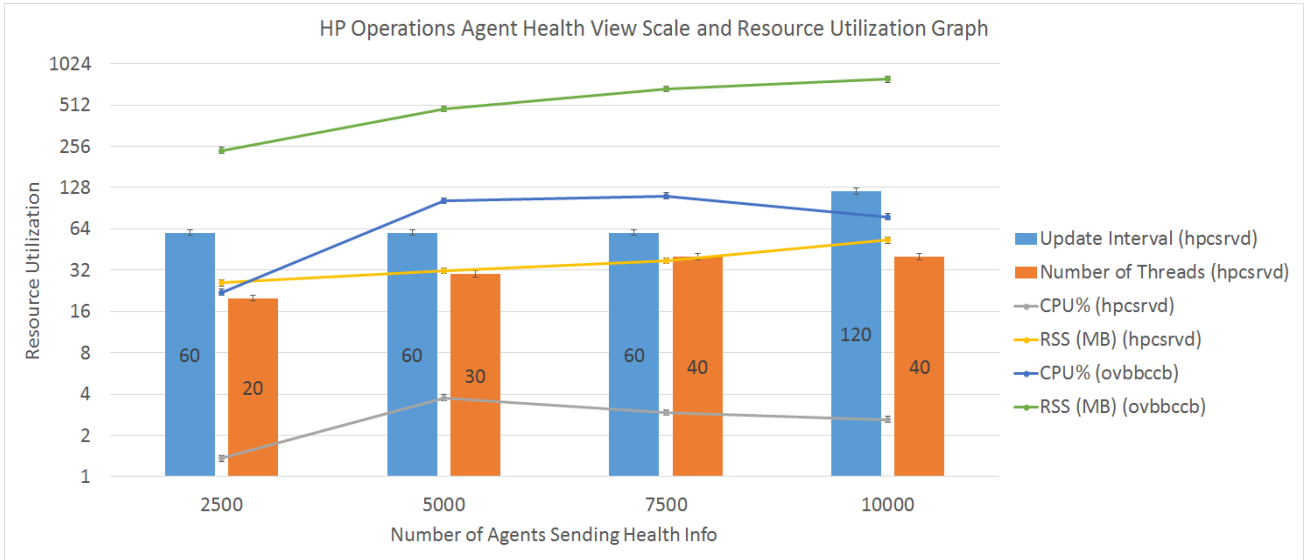
Server	Operating System	Architecture	Hardware (Physical/VM)	System Configuration	CPU Clock Speed
HP Operations Manager 9.20 Local Agent: HP Operations Agent 12.00	Linux	x64	VM	6 CPU 6 GB RAM	2.67 GHz

Recommendations

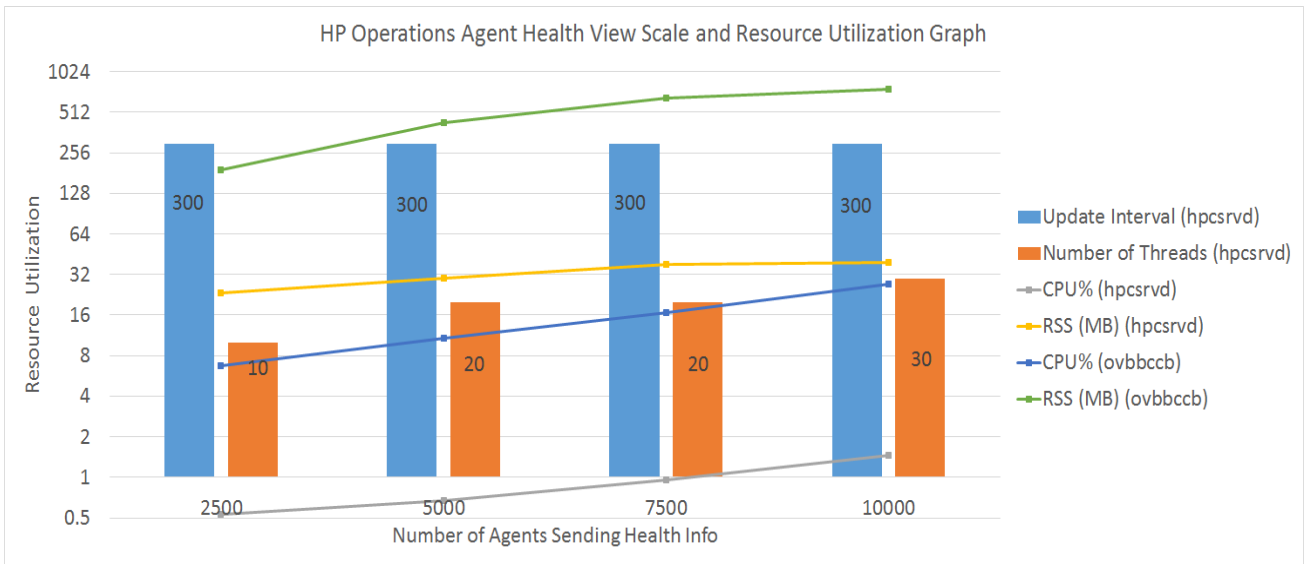
Based on the test results and the performance observations, the following recommendations are provided for using the HP Operations Agent Health View.

Number of Agent Nodes	System Configuration	Server Side Configuration		
	Open File Descriptors	UpdateInterval	connection_backlog	num_threads
2500	ulimit -n 3000	60	512	20
5000	6000	60	512	30
7500	8000	60	512	40
10000	11000	120	1024	40

Use the following graphs to view and analyze the performance of the HP Operations Agent Health View:



HP Operations Agent Health View performance graph for **UpdateInterval = 300** seconds.



Conclusion

If the number of node instances are increased, it is recommended to increase the UpdateInterval time for optimal CPU utilization. The default value for UpdateInterval is 60 seconds.

If you increase the UpdateInterval time, then the time taken for the Health View Server to reflect the node state change also increases.

For example, keeping the UpdateInterval to 300 seconds is optimal for CPU utilization but the Health View Server will update any issues found on the agent node after 300 seconds or more.

To avoid this, there is an option to configure multiple Health View Servers in your environment with optimum number of node instances.

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Feedback on User Guide: Health View (Operations Agent 12.00)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to docfeedback@hp.com.

We appreciate your feedback!